PM J-AIT ITV Operations and Training Newsletter

July 2006

pm J-AIT
PRODUCT MANAGER
JOINT-AUTOMATIC IDENTIFICATION TECHNOLOGY

Check out the PM J-AIT Web site at: http://www.eis.army.mil/AIT
to view the latest PM J-AIT contract(s) for AIT and Radio Frequency Identification (RFID) hardware, software, technical engineering services, and maintenance.

And The Survey Says…

Towards the end of May 2006, we sent out a survey to approximately 6,000 recipients of the **_PM J-AIT ITV Operations and Training Newsletter_**. The good news is we received 260 responses from customers; the bad news is we only heard back from 260 readers.

Within the 260 responses we received some kudos, some criticism, and a lot of ideas for newsletter articles. We want to thank those readers who responded and let you know that your input will be taken seriously and where/when possible implemented into our newsletter.

Here's a roll-up of the answers from the four questions:

How often do you read the monthly PM J-AIT Operations and Training Newsletter?

- 32% never read or just glance through the newsletter. The majority of this group indicated that they are just too busy and can't find the time. *Comment: "I don't even get the local newspaper because I wouldn't have the time to read it."* However, about half of this group indicated they maintain and use the newsletter as a reference tool.

- 68% read it faithfully every month and anxiously await its delivery.

What do you think about the length of the newsletter?

- 9.5% felt the newsletter was way too long. *Comment: "Maybe a Web site would be better, and then just mail out news about updated stuff?"*

- 90.5% felt it was just the right length or maybe even a little too short. Based on these figures, we'll keep it about the size it is and ask the 9.5% to bear with the length.

How would you like to receive the newsletter?

- 5.5% wanted to get it only as a cut and paste. Comment*:   "I'm on a blackberry."*
For this group, please note that the monthly newsletter is posted on the ITV server and the PM J-AIT (http://www.eis.army.mil/AIT/) and CASCOM (http://www.cascom.army.mil/Automation/ITV/index.htm) Web sites.

- 94.5% are comfortable receiving the newsletter as an attachment. Looks like we'll stick with providing it as an attachment.

If you have any questions or comments, please contact the following points of contact:

Ralph Ocasio
RF-ITV Operations Section Lead
ralph.ocasio@us.army.mil
(703) 339-4400 ext. 104

Jerry Rodgers
Operational Readiness
jerry.d.rodgers@us.army.mil
(703) 339-4400 ext. 112

Reggie Madden
NORTHCOM/CENTCOM
reginald.m.madden@us.army.mil
(703) 339-4400 ext. 111

MAJ Julian Toro, USA
PACOM/SOUTHCOM
Julian.toro@us.army.mil
(703) 339-4400, ext. 117

Tom Rigsbee
EUCOM
Thomas.Rigsbee@us.army.mil
49-170-978-6540

ITV Training Coordinator

Dennis Cooper
dennis.cooper@unisys.com
(703) 439-6527

If this newsletter has been forwarded to you and you would like to be added to the distribution list, please send your request via E-mail to PM J-AIT (Jerry Rodgers) at jerry.d.rodgers@us.army.mil.

Which topics/portions of the newsletter do you particularly like/use?

- Your responses told us: Tag data and RFID operations analysis, Tips "For and From the Field" (NSNs, phone numbers, POCs, etc.) and hints on ITV server queries and reports are the big hitters for the newsletter. *Comments: "I like to see tips and tricks any time they are there;" "I like to see problems solved or field issues outstanding;"* and *"Keep highlighting areas that help us to use the Web site better".* Except for just one response from people who either read or at least glance through the newsletter, at least one of these topics (data analysis, or Tips "For and From the Field") was identified as needed/useful. And in most cases two or all three topics were identified.

- About one third of the responses indicated interest in seeing how other "*write*" sites are doing in day-to-day operations (in reference to our "*Day in a Depot*" articles). *Comment: "I like to see how other installations are faring in the quality of tag data."*

- Only 10% of the responses indicated a desire to see articles on personnel promotions/transfers/etc. We'll work on eliminating or at least reducing these types of articles.

Our final request was for "open and free dialogue" from our readers. We wanted to know if the newsletter was "on target" or was our "sight alignment" off.

What have we missed? Anything we should add/remove?

What follows are some of the collected responses broken down into three categories: What we did well, where we can improve, and what we owe you.

What we did well:

- *"I forward every edition to 10-15 people (civilian and military) within our Logistics Operations Center. The information provided is helpful in many ways and sometimes useful in refining our processes."*

- *"I really don't use RF-ITV much, but because I'm in CSSAMO I enjoy staying abreast of changes in the systems."*

- *"The information provided in your newsletter helps me to better understand the system (and it's good and bad qualities)."*

- *"It helps to get a better overview of all aspects of ITV, especially for a user that only uses the system periodically."*

Where we can improve:

- *"Good news stories as well as not so good stories are good to know as well. It's like an After Action Report for our information. We learn from success and failures. So when we have non-classified missions maybe an FSE or government employee can share their story of what they saw from the event."*

- *"The blue "grid" background is a computer resource drain – probably even more so in an austere environment. Recommend discontinue usage of that type of detail."*

- *"As you revamp the server to a new look---please ensure that the "hot links" for TCN, Document Number and Tag Number are on the main screen (I don't see them now) --- my troops use these queries constantly and need to get to them fast without going thru a bunch of menus."*

- *"Do me/us all a favor...and stand up and admit to some shortcomings in the system. As you continue to make the RFID-ITV system a continued success for our Military personnel in harms way "we" (in the field) seriously count on RFID technology. Stop acting as if you are not at (some) fault at times with errors and stay within the RFID-ITV circle of trust."*

- *"Customer service could use a little work. Let me give an example.... On several (at least 4) occasions I have called/emailed with problems such as: Is the RFID ITV site down or just extremely slow"? I'm always emailed promptly back from someone saying that it's forwarded to another to be looked into. However, I never hear anything back after that."*

- *"I read in-between the lines at times where the newsletter points the finger at other "systems" that are at fault and the RFID-ITV system is without error...it's not. Also, in support of the complete picture...human error and not keeping in "good Army standard" are key issues that our leaders are not holding soldiers/contractors "responsible" for actions or the lack thereof to complete the overall real LCOP.   Enough said…"*

- *"I think GTN is better for tracking requisitions/TCNs. There's a zillion tracking sites."*
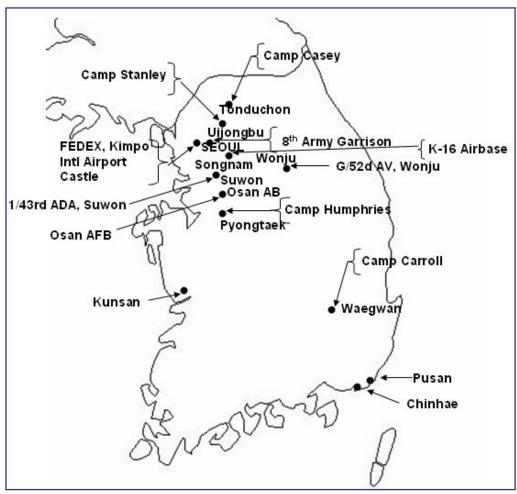
What we owe you:

- *"I would like to see more articles in regard to the interface between the AIT/RFID and other STAMIS that utilize the AIT."*

- *"I'd like to see a list of classes and where they are being taught. MTT (Mobile Training Team) info?"*

- *"More information on present problems from down range and how we solve those problems."*

- *"Lessons learned and stories from users in the field."*

- *"More interaction with customers, such as feedback would be nice too."*

- *"Anything about BCS3!"*

- *"Recommend refresher training on how to properly format (with examples) the latitude and longitude entries for those programs that enter this data manually."*

- *"I would like to see more information on the SARSS RFID, which is a little different than other read/write sites which are not running SARSS."*

- *"Projected interfaces? Joint (DoD) operations plans for the future? Current users' interviews?"*

- *"The training schedule would be nice to know as well so if people were to send troops to a location to get training they could know in advance."*

- *"I would like to see instructions on how to query a specific interrogator in SWA for a specific NSN."*

- *"Information on how RF-ITV interfaces with the SARSS1 and more information on how to write tags using the SARSS system."*

- *"While deployed in Mosul Iraq last year, we discovered the hardest hurdle we faced was contacting the right people via the phone or email. A comprehensive POC list of interrogator sites would have made our life a million times easier."*

- *"A clear number of shipments to an interrogator to be used for a performance report to a specific SSA (in my case)."*

- *"Some more info on NSNs and where to look for all the details in World Port System (WPS) to enter the data in RFID. Better and easier way to burn the tags."*

- *"Focus on the business process and how the services are implementing RFID. I believe the services have differing practices, and learning the business process of all services (and success rate) would be beneficial to all."*

- *"Please highlight those RFID sites that have high impacts on theater, specifically, Anaconda JDC, or Baghdad CRSP, etc."*

We take all of your comments and suggestions seriously and appreciate your responses to our survey.--Editor

Day in the Life of the Defense Distribution Depot at Camp Carroll, Korea

For this month's analysis of a shipping/onward movement activity (RFID write site), we keyed in on the Defense Distribution Depot at Camp Carroll, Korea. Specifically, we looked at the tag writing workload for Tag Docking Station, T904110020 (CARROLLW3) for the period 1 through 9 June 2006. During this 9-day period, we identified 51 tags that were written and destined mainly for intra-Korea locations. The following are findings from this data analysis:

- Thirty-nine of these 51 tags reached final destination with 34 of these tags creating TK6s on the ITV server. TK6s are created when the CONSIGNEE DODAAC written to the tag, matches the "Supported DODAAC" entered on the read interrogator's registration page.

- In 12 instances, we were not able to determine (by viewing the ITV server data) if shipments had reached final destination. In 3 instances, the shipments were still en-route to CONUS via ship, but the other 9 shipments were bound for locations on the Korean peninsula and should have been read at final destination by the conclusion of this analysis--but they were not.

- Port of Embarkation (POE) and Port of Debarkation (POD) codes were improperly used for 48 of the tags or 94%. First, in 48 instances, the seaport code for the Military Terminal at Pusan, Korea (UD6) was improperly entered as both the POE and the POD on the same tag. Second, the use of a seaport as the POE/POD made no sense, since all 48 shipments were intra-Korea shipments (Camp to Camp/Air Base). Camp/Fort/Base/Post location codes are under development to support intra-theater shipments and should alleviate this type of problem.

- Fifty of the tags identified during this analysis had archive records, indicating that 98% of the tags had prior use which is excellent. However, at the conclusion of this analysis, none of the 51 tags had yet been re-written/re-used after they arrived at final destination.

Let us reiterate here that articles and comments such as those above are not meant to publically criticize or embarrass any facility, unit, or personnel highlighted. Indeed, some of the comments are positive and worthy of praise. The intent is, as desired by some of our survey respondents, to share lessons learned—both good and bad.--Editor

Importing Joint Total Asset Visibility (JTAV) Data from the In-transit Visibility (ITV) Server to Recreate Broken or Lost Tags

Unfortunately, sometimes tags may get broken during shipment, or they may become detached from cargo. By following the steps below, you can import the JTAV data from the ITV server and create a new tag with the information that was on a broken or lost tag:

1. First, identify the tag ID associated with the shipment in question. If the tag has been destroyed or lost, obtain the tag ID by logging on to the ITV server at https://national.rfitv.army.mil/. Using your ITV/AKO user name and password, do a query based on the container number or Transportation Control Number (TCN).

2. Once the tag ID is determined, access the JTAV 2.0 download link at:

https://national.rfitv.army.mil/rfitv/JTAV20_import.html

3. Enter the tag ID of the broken or lost tag and click "*Submit*". The screen displays the detailed tag data transmitted to the ITV server when the RF tag was originally written.

4. On the upper left corner of your Web browser, click "*File*", then select "*Save As*". A dialog box is displayed prompting you where to save the file. A file name must also be entered. For example, the tag ID would be a good naming convention (e.g., 467766). Make sure you save the file as a text file (*.txt), then click "*Save*".

Note: You must save this data as a text file (.txt) to import the data into TIPS Write.

5. Now that data is saved as a text file, start the TIPS Write software.

- Click "*File*" and select "*Import Shipments.*"   This will display a dialog box.

- In the dialog box, select "*JTAV 1.01 or 2.0*" as the "*Import File Type.*"

- Click "*Browse*" and find the file you saved during step 4.

- Click "*Import.*"

- Follow the standard procedures for writing a tag using TIPS Write, ensuring the following message is added in the free text. "*ORIGINAL TAG XXXXXX WAS DESTROYED.*"

International Standards Organization (ISO) Container Tags Being Used

In the February 2006 **Special Edition of the *PM J-AIT ITV Operations and Training Newsletter***, we introduced you to the new generation Savi tags (ST-654 Cargo Tag and ST-656-I Container Door Tag) and supporting equipment required to write to these new tags. The Savi 656 ISO Container Door Tag (or ST-656-I tag) is specifically designed for use on ISO containers (20 and 40 foot sea vans). The ST-656-I tag is mounted inside the container door with only the external antenna visible from the outside. Once installed to the left door of an ISO (sea van) container and the door is closed and secured, the tag or battery is almost impossible to remove without re-opening the doors. The ST-656-I tag does not fit in the tag docking station or sleeve adapter, and it requires a special cable to write to this tag. Users were asked to submit their requirements for the cable to PM J-AIT, and PM J-AIT issued the cables to meet those requirements.   The Defense Logistics Agency is now using the ST-656-I container tag for all container shipments from its Defense Depot in New Cumberland, PA. Worldwide users are reminded to dust off those cables which may have been stashed away for safe keeping until needed. The Special Edition Newsletter can be found on the PM J-AIT (http://www.eis.army.mil/AIT) and CASCOM Web sites (http://www.cascom.army.mil/Automation/ITV/index.htm).

From and For the Field

TIPS-Write 3.5.2.76 Greenwich Mean Time (GMT) Time Zone Workaround

REASON FOR WORKAROUND:

The GMT time zone is not getting set as the default time zone for TIPS-Write 3.5.2.76. This is causing sites to upload registration and tag activity with the Field Data Unit's (FDU) local date and time. Also, those sites with local time zones ahead of GMT are showing up in the ITV servers "**FDU Bad Date/Time**" list.

STEPS TO APPLY THE WORKAROUND:

1. Make sure TIPS-Write 3.5.2.76 is installed on your computer by selecting "**Help | About TIPS-Write**" from the TIPS-Write menu bar.

2. Exit the TIPS-Write application by selecting "**File | Exit**" from the TIPS-Write menu bar.

3. Return to the [TIPS Software Download Page](https://national.rfitv.army.mil/tipssw/) at https://national.rfitv.army.mil/tipssw/ to download the workaround.

4. Right-click the "**TIPS-Write 3.5.2.76 GMT Time Zone Workaround**" link and select "**Save Target As...**" or "**Save Link As...**" to download and save the workaround batch file to the TIPS-Write 3.5.2.76 directory.

   NOTE: DO NOT "*Open*" or "*Run*" the linked batch file from the browser.

5. In the "**Save As**" window, navigate to the TIPS-Write 3.5.2.76 folder (Default: C:\TIPSWrite3).

6. In the "**Save As**" window, make sure the "**File name:**" field contains "**WriteLAXUpdate.bat**" and click the "**Save**" button.

7. Open a Windows Explorer within your Windows desktop and navigate to the TIPS-Write Folder (Default: C:\TIPSWrite3).

8. Double-click the "**WriteLAXUpdate.bat**" file to apply the workaround update.

9. Close down any open windows.

10. Restart the TIPS-Write application.

11. Make sure the lower-right corner of the TIPS-Write window displays the GMT time.

12. **Make sure to re-register the TIPS-Write station by selecting "*Setup | Station Information/Register*" and clicking the "*Register*" button.**

13. Allow the ITV server approximately fifteen minutes to update, then go to the National ITV Server Web page to make sure the registration time for your station is GMT. If your local time zone is ahead of GMT, make sure your station does not show up in the "**FDU Bad Date/Time**" list.

Site Administration Tip

If you have to move a read/write site from one ITV server to another or if you have a read/write site that is no longer in use and needs to be deleted from the ITV server database, email the RFID Customer Support Desk at help@rfitv.army.mil.

If you have a noteworthy RF-ITV story (**good or bad**), anecdote, lesson-learned, or short article for publication in the newsletter, please submit to PM J-AIT (Jerry Rodgers) at jerry.d.rodgers@us.army.mil